

Electronic Acknowledgement Receipt

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Confirmation Number:	2319
Title of Invention:	Method and apparatus for assessing the status of work waiting for service
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Customer Number:	48500
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File Listing:

Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1		IDS_21.pdf	1238731 bc73f453ac523d4d212f843a678d726c8f0d84	yes	11
Multipart Description/PDF files in .zip description					
	Document Description		Start		End
	Transmittal Letter		1		3
	Information Disclosure Statement (IDS) Filed (SB/08)		4		11
Warnings:					
Information:					
2	Foreign Reference	EP0770967A2.pdf	11422737 bf0e5d8dd1b12185dc845166ed8d3cd401f533aae	no	226
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3	Foreign Reference	EP1035718A1.pdf	2269301 269b21e29f902892896e9618027d1cc7a05a84	no	36
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4	Foreign Reference	JP_2001-053843.pdf	2109536 2a812b237145a7e9f8481a2Mc4f555252a80c5	no	17
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6	Foreign Reference	WO2001_80094.pdf	1692145 290807b846195b3980f0cdd4e471243325d80d	no	35
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12	NPL Documents	KANA_Contact_Center_Support.pdf	277681 6d5038ef9f2c6b1309f10564b1a7ca1935b6d9f	no	3
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